

## SUMMARY

### CUSTOMER CARE AND BILLING SYSTEM

The present invention relates to a customer care and billing system (1), especially for communication services, comprising at least one database (7) for  
5 storage and retrieval of data which is preferably formed as a server. The system (1) comprises at least one application server with accompanying clients that communicates with the database (7), and an appropriate framework (10). Relevant services corresponding to desired customer care or billing processes are offered to the system user. The system (1) comprises a distributed component architecture including  
10 components (5) attributed in correspondence to the relevant services offered, wherein the components (5) are able to communicate with each other directly via interfaces.

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